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## BIB DATA SHEET

CONFIRMATION NO. 1577

SERIAL NUMBER	FILING or 371(c) DATE	CLASS	GROUP ART UNIT	ATTORNEY DOCKET NO.		
09/690,566	10/17/2000	705	3623	119645-00103.118		
<b>RULE</b>						
<b>APPLICANTS</b> Michael P. Lilly, Candia, NH; Mark A. Longmire, Dover, NH; Richard D. Carignan, Derry, NH; <b>** CONTINUING DATA *****</b> This application is a CIP of 09/421,834 10/20/1999 PAT 7,039,595 which claims benefit of 60/105,129 10/21/1998 This application 09/690,566 10/17/2000 is a CIP of 09/593,336 06/14/2000 PAT 6,801,820 which is a CON of 09/065,932 04/24/1998 PAT 6,088,626 which is a CON of 08/250,179 05/27/1994 PAT 5,787,000 This application 09/690,566 10/17/2000 claims benefit of 60/160,447 10/19/1999 <b>** FOREIGN APPLICATIONS *****</b> <b>** IF REQUIRED, FOREIGN FILING LICENSE GRANTED **</b> 12/02/2000						
Foreign Priority claimed 35 USC 119(a-d) conditions met Verified and Acknowledged	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No /JUSTIN PATS/ Examiner's Signature	<input type="checkbox"/> Met after Allowance Initials	<b>STATE OR COUNTRY</b> NH	<b>SHEETS DRAWINGS</b> 20 <sup>20</sup>	<b>TOTAL CLAIMS</b> 33 <sup>15</sup>	<b>INDEPENDENT CLAIMS</b> 2 <sup>1</sup>
<b>ADDRESS</b> BLANK ROME LLP ONE LOGAN SQUARE PHILADELPHIA, PA 19103 UNITED STATES						
<b>TITLE</b> COMPUTER PROGRAM PRODUCT FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT						
<b>FILING FEE RECEIVED</b> 2667	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:			<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		